



# EDISS Connect User Manual for Providers

## Table of Contents:

|                                |    |
|--------------------------------|----|
| Welcome to EDISS Connect ..... | 1  |
| WebSiteAddress/URL.....        | 1  |
| Self-Registration .....        | 3  |
| Provider Dashboard View .....  | 12 |
| Edit Profile .....             | 14 |
| Adding a Transaction .....     | 15 |
| Manage Transactions .....      | 20 |
| Submit Test File .....         | 22 |
| View Testing History .....     | 23 |
| View Forms.....                | 24 |
| Manage Users .....             | 25 |
| FAQ .....                      | 27 |
| Contact .....                  | 28 |

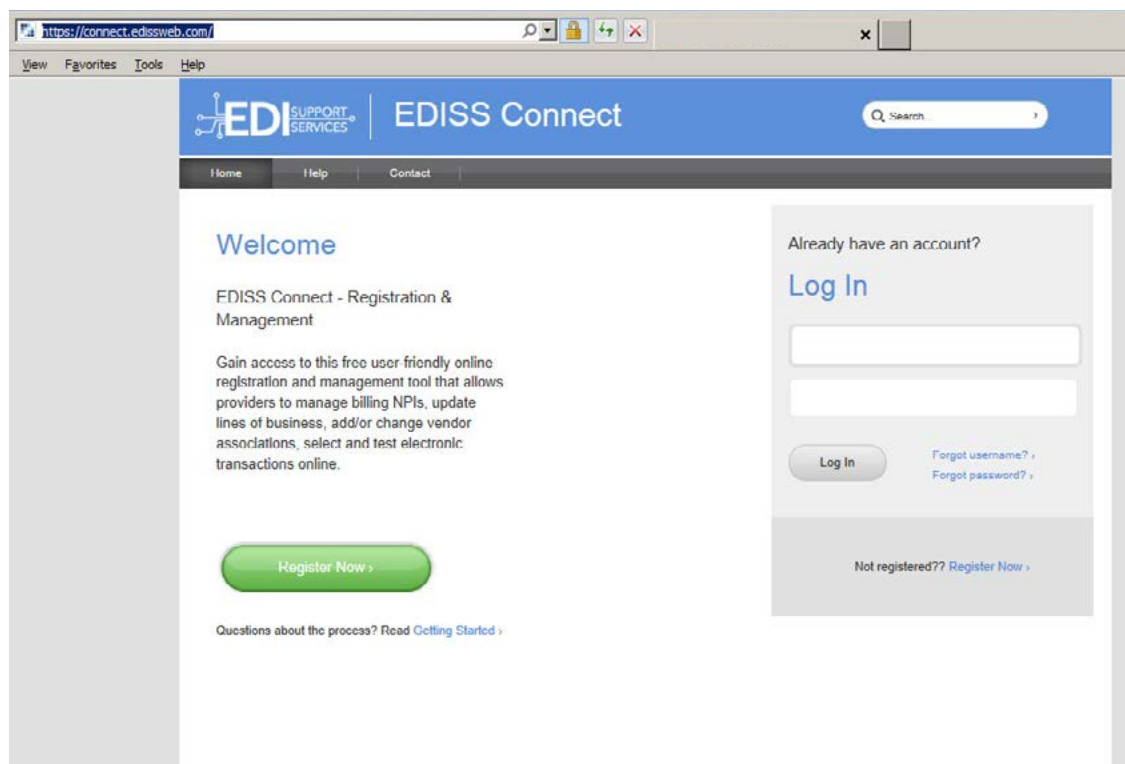


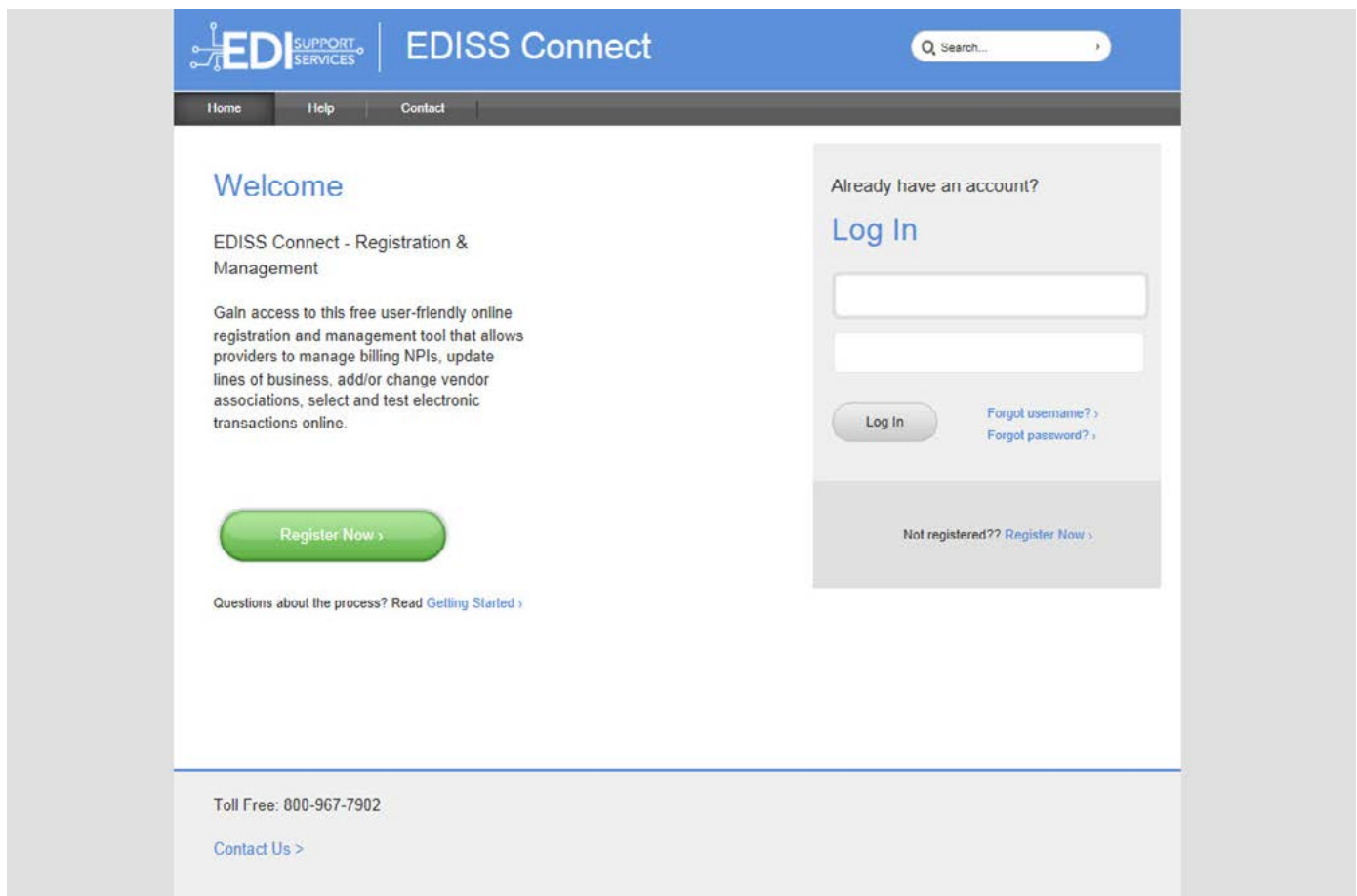
## Welcome to EDISS Registration and Management

EDISS Connect is a user-friendly, online registration and electronic claim testing system. Providers use it to register with EDISS, add users, and to add and manage transaction types. The system also allows Providers to test claim files for electronic submission.

### Web Site Address/URL

<https://connect.edissweb.com>





## Self-Registration

Information made accessible through EDISS Connect is available to users once the registration process is complete. User registration for EDISS Connect will need to be completed online.

**Note:** On each page within EDISS Connect there are FAQ's in the right column to aid in answering questions related to the online registration process.

1. Click on the green **Register Now** button to create an online account for accessing online profile information and adding and managing transactions.

## Create Account



I'm a:

[Provider >](#)

This is the primary provider with a billing NPI associated to set-up the account. You'll be able to add additional users and NPI's following setup of the account.

[Vendor >](#)

This is a billing service, clearinghouse or software vendor that is working with a provider or group of provider accounts to process or manage electronic transactions.

### Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**Toll Free:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

Toll Free: 800-967-7902

[Contact Us >](#)

## Create Account

1. First select Provider or Vendor. At any time in the process you can use the back button to return to a previous step. The numbered progress bar on top of each page will help keep track of where you are in the process.

**Note:** Vendors cannot register a provider on their behalf. If the account will be administered by a vendor, it is a provider's responsibility to first establish the account by registering.

## Create Account



I'm a:

[Provider >](#)

This is the primary provider with a billing NPI associated to set-up the account. You'll be able to add additional users and NPI's following setup of the account.

Please enter a 10-digit NPI \*:



You can choose any billing NPI if you have many.

[Continue >](#)

[Vendor >](#)

This is a billing service, clearinghouse or software vendor that is working with a provider or group of provider accounts to process or manage electronic transactions.

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

Toll Free: 800-967-7902

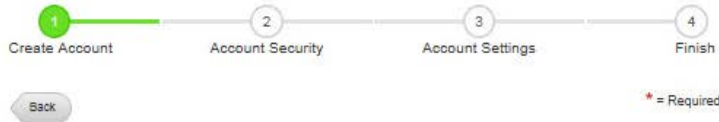
[Contact Us >](#)

## Create Account

2. If you are registering as a Provider you must provide your 10-digit **billing/group** NPI (National Provider Identification) number before you will be allowed to click the continue button. You can choose any billing NPI to register at this point if you have many. You will be allowed to enter additional NPI numbers for transactions once the initial registration is complete.

**Note:** Rendering NPIs are not required to be registered and will be removed.

## Create Account



### Company Information

Provider's Company Name \*:

Phone \*:

Fax \*:

Address 1 \*:

Address 2 :

City \*:

State \*:

ZIP \*:

### Contact Information

This is the primary contact for this account. You will be able to enter additional users after your account is created.

First Name \*:

Last Name \*:

Email \*:

Confirm Email \*:

[Continue >](#)

#### Frequently Asked Questions

- What information will I need?
- Who should be contact name?
- Will my information be shared?

#### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

## Create Account

3. Enter your company information. All information on this page is required. The personal contact information on the bottom portion of this form is the primary contact for this account. You will be able to add additional users to access the account upon successful account creation.

## Account Security



Back

\* = Required

Username \*: demoprovider1 ✓

Your username must be 8-20 characters and contain no spaces

Password \*: ..... ✓

Confirm password \*: ..... ✓

Your password must be at least 8 characters, must contain one upper case letter, one lowercase letter, one digit and one special character.



Text Verification (Required) 4198 ✓

EDISS Terms and Conditions\*:

READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE CONTINUING. THE USER M ACCEPT THESE TERMS AND CONDITIONS TO OBTAIN ACCESS TO THE EDISS CONNECT SYSTEM. IF THE U DOES NOT AGREE TO THESE TERMS AND CONDITIONS, THE USER WILL NOT BE ABLE TO USE EI CONNECT. IT IS SUGGESTED THAT THE USER CHECK THESE TERMS PERIODICALLY FOR CHANGES.

☒ I agree to the [EDISS Terms and Conditions](#)

HIPAA Terms and Conditions\*:

BY CLICKING THE "I AGREE" CHECKBOX DISPLAYED AS PART OF THE EDISS REGISTRATION IMPLEMENTATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") REGARDING PROTECTED HEALTH INFORMATION UNDER THIS HIPAA BUSINESS ASSOCIATE AGREEMENT, AS AMENDED OR SUPPLEMENTED BY THE HEALTH INFORMATION

☒ I agree to the [HIPAA Terms and Conditions](#)

Continue >

### Frequently Asked Questions

Can we share passwords?

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

## Account Security

1. Choose a username and password for your account. This username must be unique, between 8-20 characters and contain no spaces or special characters. Your password must be 8-20 characters (consisting of one capital letter, one numeric value and one of these special characters: #,\_,\$,-,\*,&) and contain no spaces. Additionally, you will need to agree to EDISS Terms and Conditions as well as HIPAA Terms and Conditions before you will be allowed to continue with your registration.

## Account Settings


[Back](#)

\* = Required

Who will manage your account and transactions?

[I will >](#)

[A vendor >](#)

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

Toll Free: 800-967-7902

[Contact Us >](#)

## Account Settings

1. For Account Settings you must choose who will administer your account. If you choose **I will** you will maintain control of all your account information and will setup all of the transactions that you will be submitting. If you choose **A vendor**, control of your account will be released to a managing vendor (once the vendor approves the assignment) and you will not be able to change any information or add and manage transactions as it relates to your account.



## Account Settings



What software will you use for transactions? \* :

- ☒ PC Ace Pro 32 (Free software provided by EDISS)
- ☐ Other

Software Licensing Agreement (PC Ace Pro 32) \* :

BY CLICKING THE "I AGREE" BUTTON DISPLAYED AS PART OF THE ONLINE REGISTRATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") GOVERNING YOUR USE OF THE EDISS REGISTRATION & MANAGEMENT SERVICE, INCLUDING OFFLINE COMPONENTS (COLLECTIVELY, THE "SERVICE"). IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A

☒ I accept the [Software Licensing Agreement](#)

[Continue >](#)

### Frequently Asked Questions

- [What does PC-ACE Pro32 cost?](#)
- [How do I install PC-ACE Pro32?](#)
- [How do I request a CD copy?](#)

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

## Account Settings

1. If you will be administering your own account, (option which was selected in the previous step) you are required to choose what software you will use to process transactions. If you use PC-ACE Pro 32, the free software provided by EDISS, you will need to accept the associated software licensing agreement. Once complete click Continue.

## Account Settings


[Back](#)

\* = Required

What vendor will you use to manage your account?

Search for vendor name or trading partner ID (TPID) :

Select vendor from results\* :

Vendors that appear in gray do not allow account management. If you do not see the vendor you are looking for, or you feel an error has been made, contact EDISS for help.

APS MEDICAL BILLING (000600057)  
Pacific Northwest Billing Services (BS01069)  
ADVANCED MEDICAL BILLING SERVICE (BS00228)  
Progressive Billing Specialists, LLC (BS01044)

[Continue >](#)

### Frequently Asked Questions

[What is a software vendor?](#)

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

## Account Settings

1. If you chose **A Vendor** in the Account Settings question to administer your account, you can choose a vendor by searching here. Only vendors that accept managing vendor responsibilities are available in the search results. Once you have chosen a vendor, click the **Continue** button.

## Finish



### Account Successfully Created!

Thank you for registering for EDI Support Services.

Please click the button below to log into your EDISS Connect profile and continue your registration (adding transactions).

[Log In to my Profile >](#)

## Questions?

**Jurisdiction E (JE) Part A and B:**  
855-609-9960

**Jurisdiction F (JF) Part A and B:**  
877-908-8431

**Toll Free:**  
800-967-7902

**Fax:**  
701-277-7850

**Hours:**  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

## Finish

1. You have successfully completed EDISS Connect registration. You can now login to EDISS Connect and start adding and managing transactions.



## Provider Dashboard and Managing Transactions

Once you have successfully registered for EDISS Connect, you will be able to log in to your account and manage your profile, start managing users, setting up transactions and testing claim files.

To log in, go to <https://connect.edissweb.com>, enter your username and password and click on the **Log In** button.

A screenshot of the EDISS Connect web application. The header is blue with the EDI Support Services logo on the left, the text "EDISS Connect" in the center, and a search bar on the right. Below the header is a dark navigation bar with links for Home, Help, and Contact. The main content area is white. On the left, there is a "Welcome" section with the title "EDISS Connect - Registration & Management" and a paragraph describing the tool. Below this is a green "Register Now" button and a link to "Read Getting Started". On the right, there is a "Log In" section with the heading "Already have an account?". It contains two input fields: one for the username (pre-filled with "demoprovider") and one for the password (masked with "\*\*\*\*\*"). Below the password field is a "Log In" button and two links: "Forgot username?" and "Forgot password?". At the bottom of the login section is a link for "Not registered?? Register Now".

The screenshot shows the EDISS Connect Provider Dashboard. At the top is a blue header with the EDI SUPPORT SERVICES logo and the text 'EDISS Connect'. A search bar is on the right. Below the header is a dark navigation bar with links: Account Home (1), Add Transaction, Manage Transactions, Help, and Contact. The main content area is titled 'Welcome User Guide Provider' (6) and includes a 'Logout' link. On the left is an 'Account Profile' section (2) for 'User Guide Provider' with contact details, account creation/acceptance dates, and a 'Manage Users' button (3). The center features a 'How to Add a Transaction' flowchart with four steps: 1. Add a new NPI, 2. Select state(s), 3. Select line(s) of business, and 4. Transactions. Below the flowchart is an 'Add Transaction' button (4) and a 'Manage Transactions' link. At the bottom right is a 'Transaction Status At-A-Glance' section (5) with a search bar and a table with columns: NPI, SubmitterId, State, and Status. The table currently shows 'No data available in table' and has a 'Manage Transactions' link below it.

## Provider Dashboard

1. Upon successful log in you will see your Account Home or dashboard.
2. To edit your demographic and security information click on **Edit Profile** to be taken to your account details.
3. At any point you can add, edit or remove users that have access to your account by clicking on **Manage Users**.
4. To add a transaction click on **Add Transaction**. EDISS Connect will take you through an easy-to-follow four step process.

5. The **Transaction Status-At-A-Glance** module allows you to see which transactions you have setup that require the most actions by status. It will let you know what actions are required to complete each NPI (such as forms or testing). To make it easier, you are able to search by NPI in this window to quickly filter results to the top of this module.

6. To logout of EDISS Connect, click the Logout link on any page.

**Note:** The above sections of the Provider Dashboard are also discussed further on in the User Guide.

## Profile

providereight [Logout](#)

[Edit Profile](#)  
[Security Settings](#)

**Account Type**  
Admin

**Account Settings**  
Self-Administered [Edit](#)

**Software**  
PC ACE Pro32 [Edit](#)  
[Download](#)

**My Vendors**  
[View Vendors](#)

Account Created 04/03/2014

Last Updated

[Manage Users](#)

## Account Settings [Self-Administered](#) [Edit](#)

### 6 Company Information

\* = Required

Provider's Company Name \*:

Phone \*:

Address 1 \*:

Address 2 :

City \*:

State \*:

## Edit Profile

1. Clicking **Security Settings** will allow you to change your password.

2. Account setting can be set to either **Self-Administered** if you want full control of your account or **Vendor-Administered** if a vendor will manage all aspects of your account for you.

3. This shows the software you have selected to use and allows you to download PC-ACE Pro 32 if that is the software you are utilizing.

4. **My Vendors** displays a list of vendors you

are using for processing transactions. This page will display all vendors and respective lines of business you have selected for each vendor to submit on your behalf.

5. Allows you to manage the users that have access to the account, their email addresses and security settings.

6. At any time you can update your company information and save it to your profile.



## Add Transaction - Add NPI

1. By selecting the **Add Transaction** tab on the main navigation bar, or in your main account page, you can add transactions to your EDISS Connect account.

2. This bar will track your progress through the four steps while you are setting up a transaction.

3. A 10-digit billing or group NPI number is required along with the associated Tax ID, EIN or SSN.

4. You can add additional NPIs when setting up transactions. Multiple NPIs setup at the same

time must consist of the same states, lines of business and transaction types. If NPIs are different from different states, LOB's or transaction types, the setup process must be completed separately for each situation. There is no limit to how many transactions you can setup.

5. Once the NPI and Tax ID or SSN are complete you will be allowed to continue.

6. Frequently Asked Questions are a quick reference that answer questions specific to the step/page you are on.

## Add Transaction

Demo User

[Edit](#) | [Logout](#)



1 [Back](#)

\* = Required

NPI# : 9876543210,8528469515

State(s) performing transactions in:\*

States Available

Alaska  
Arizona  
**California**  
Hawaii  
Idaho  
Montana

☐ Select all available states

Simply drag and drop or use the add/remove buttons below

[Add](#)

[Remove](#)

State(s) Selected

North Dakota  
Iowa

5

[Continue](#)

### Frequently Asked Questions

- Where do I find my NPI?
- Why add more than one NPI?

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)

## Add Transaction - Select State(s)

1. At any time during the Add Transaction process you can go back to the previous step by clicking **Back**. However, if you have not yet clicked **Continue** on this page your information will be lost.

2. Select the states where the NPI(s) you entered will be performing transactions in. The left column will show all states available for which EDISS accepts claims.

3. The states you have selected will show up in the right column.

4. At any time, you can add or remove transactions by clicking the **Add** or **Remove** buttons or by dragging the state to the appropriate column.

5. Once all states have been selected click the **Continue** button.



## Add Transaction

Demo User  
[Edit](#) | [Logout](#)



[Back](#)

\* = Required

NPI#:9876543210,8528469515

### 1 What type of transactions will you be submitting? Check all that apply.

☒ Professional (1500 form) ☒ Institutional (UB92 or UB04 form) ☐ Dental (N/A)

### 2 Select your line(s) of business: Check all that apply.

#### North Dakota

- ☐ Medicare Part A
- ☐ Medicare Part B
- ☐ Medicaid Institutional of North Dakota
- ☐ Blue Cross of North Dakota
- ☐ Blue Shield of North Dakota
- ☐ Medicaid Professional of North Dakota
- ☐ Workforce Safety and Insurance of North Dakota
- ☐ Vision Services Incorporated of North Dakota

#### Iowa

- ☐ Medicaid Institutional of Iowa
- ☐ Medicaid Professional of Iowa

### 3 [Continue](#)

#### Frequently Asked Questions

- [Where do I find my NPI?](#)
- [Why add more than one NPI?](#)

#### Questions?

Jurisdiction E (JE) Part A and B:  
 855-609-9960

Jurisdiction F (JF) Part A and B:  
 877-908-8431

Toll Free:  
 800-967-7902

Fax:  
 701-277-7850

Hours:  
 Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
 Note: Closed for training every Wed.  
 10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information](#)

## Add Transaction - Line(s) of Business

1. Check all options (Professional, Institutional and/or Dental) that apply to what type of transactions you will be performing.
2. Check all of the specific transactions that apply to your NPI(s). The states will display from the previous step. The lines of business will display based on the type of transaction in **1** above.
3. Click **Continue** when all lines of business have been selected.

## Add Transaction

Demo User

[Edit >](#) | [Logout >](#)



[Back](#)

\* = Required

NPI# : 9876543210,8528469515

Blue Cross of North Dakota Check all transactions you will be performing:

| Enroll                   | Claim Type (version) | Description                      | Who Will Perform Transactions?  |
|--------------------------|----------------------|----------------------------------|---|
| <input type="checkbox"/> | 278 (5010X217)       | Request for Review and Response  | <input type="checkbox"/> I will and/or <a href="#">Add Vendor &gt;</a>  |
| <input type="checkbox"/> | 835 (5010X221)       | Health Care Claim Payment/Advice | <input type="checkbox"/> I will and/or<br>ADVANCED MEDICAL BILLING SERVICE<br><a href="#">delete</a><br><a href="#">Add Vendor &gt;</a> |
| <input type="checkbox"/> | 834 (5010X220)       | Benefit Enrollment and Maint.    | <input type="checkbox"/> I will and/or <a href="#">Add Vendor &gt;</a>  |

### Frequently Asked Questions

- Where do I find my NPI?
- Why add more than one NPI?

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.

## Add Transaction - Transactions

1. Click on the small box under **Enroll** to add a check mark to the specific claim type you will be submitting.

2. You will also need to check who will perform the transaction. The options are either **I Will** and/or a **Vendor will**.

3. Indicate who will be performing a specific transaction. They will need to be added during this step. To add a vendor click on the **Add Vendor** button and a window will appear allowing you to select a vendor. Only vendors

that perform that type of transaction will display within the list.

4. Once all transactions are added, click **Continue** on the bottom of the page to finish adding the transaction(s).

## Setup Complete!

Thank you for setting up a transaction. Below you'll find the information you will need to submit to EDISS in order for the transaction(s) to be complete and ready to submit claims. You will be able to see all of the items that require action in the manage transactions link.

### Frequently Asked Questions

- Where do I find my NPI?
- Why add more than one NPI?

1

## Summary

NPI#: 9876543210

Tax ID or SSN#: 987456857

### Medicare Part A - Alaska

835 (5010X221) - Health Care Claim Payment/Advice

Who will be performing the transaction: I will

### Medicare Part B - Alaska

837P (5010X222) - Health Care Claim: Professional

Who will be performing the transaction:

HEALTH MANAGEMENT SYSTEMS

If any of this information is inaccurate, you will have the ability to edit using [manage transactions](#).

## Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed.  
10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information](#)

## Required Forms:

Print, sign and fax or mail the following forms:

[MEDA Form](#)

[MEDB Form](#)

[Download all forms](#)

**Note:** The form must be submitted for each NPI enrolled.

Fax forms to:

701-555-1212

Or mail to:

EDI Support Services, PO  
Box 6729; Fargo, ND 58108  
-6729

## Required Testing:

837P (5010X222) - Health Care Claim: Professional (requires enrollment form before testing allowed)

3

[Manage Transactions](#)

Or [Add Transactions](#)

## Add Transaction - Setup Complete

1. Once the transactions are complete, a summary of the transactions you've setup will display with the ability to print this page for your records.
2. Enrollment forms that are required will be indicated on this page. You can download the forms as PDF files here and fax or mail them to EDISS Support Services.
3. Once you are finished you can go to **Manage Transactions** or **Add Transactions**.

EDISS Connect

Q Search...

Account Home
Add Transaction
1 Manage Transactions
Help
Contact

## Manage Transactions

Demo User  
Edit | Logout

2 Manage Transactions  
View Testing History  
View Forms

3 Q Search by NPI

Filter Results by:  
Status:  
4 ☒ Need Forms  
☒ Need Testing  
☒ Complete  
State:  
☒ AK  
☒ IA  
Reset Filters

| 5 NPI# (Click to manage) | Submitter ID | State | Status                              |
|--------------------------|--------------|-------|-------------------------------------|
| 9876543210               |              | AK    | 6 Forms Required   Testing Required |
| 1238578988               | IA99999      | IA    | Forms Complete   Testing Required   |

## Manage Transactions

1. The **Manage Transactions** tab in the main navigation area allows you to view and manage all transactions that have been setup.

2. The left navigation panel allows you to manage transactions, view testing history for test files already submitted and view forms that are required to submit.

3. You have the ability to search by NPI for transactions that are setup in the system.

4. You can filter the results of your search to

display only transactions with a certain status or add specific states where you do business (if applicable).

5. You can sort the transactions by any field in the header row. If you click on an NPI it will load the transactions detail page associated with that NPI.

6. The status shows forms required, testing required or if the transaction is complete and ready to submit claims.

## Manage Transactions

Demo User  
[Edit](#) | [Logout](#)

### Manage Transactions

[View Testing History](#)
[View Forms](#)
[View FAQs](#)
[Back to Manage Transactions](#)
[Add Another State](#)

| NPI# (Click to manage)                          | Submitter ID | State          | Status  |
|---|--------------|----------------|---|
| 1238578988   <a href="#">delete</a>             | IA99999      | IA             | Forms Complete   <a href="#">Testing Required</a> |
| Tax ID or SSN: 741542658   <a href="#">edit</a> |              | Billing Group: |   |
| <a href="#">Add Another Line of Business</a>    |              |                |   |

| Medicaid Institutional of Iowa   <a href="#">delete</a>                     | Transaction Manager/ID                            | Status                                  |
|---|---|---|
| 835 (5010X221)<br>Health Care Claim Payment/Advice   <a href="#">delete</a> | <input checked="" type="checkbox"/> I will and/or | Forms Complete - Approved<br>03/28/2014 |
| <a href="#">Add Vendor</a>  |   |   |
| <a href="#">+ Add Another Transaction</a> (within this line of business)    |   |   |

| Medicaid Professional of Iowa   <a href="#">delete</a>                      | Transaction Manager/ID                            | Status                                  |
|---|---|---|
| 837P (5010X222)<br>Health Care Claim: Professional   <a href="#">delete</a> | <input checked="" type="checkbox"/> I will and/or | Forms Complete - Approved<br>03/28/2014 |

## Manage Transactions

1. This is the **Detailed Transactions** page for a specific NPI. At any time you can go back to the **Manage Transactions** overview page.

2. You have the ability to delete an NPI. All transactions associated with that NPI will also be deleted.

3. You have the ability to edit or add a Tax ID or SSN associated with an NPI.

4. The status shows either forms required or testing required. If you click on forms required the required forms are available for download as a PDF file.

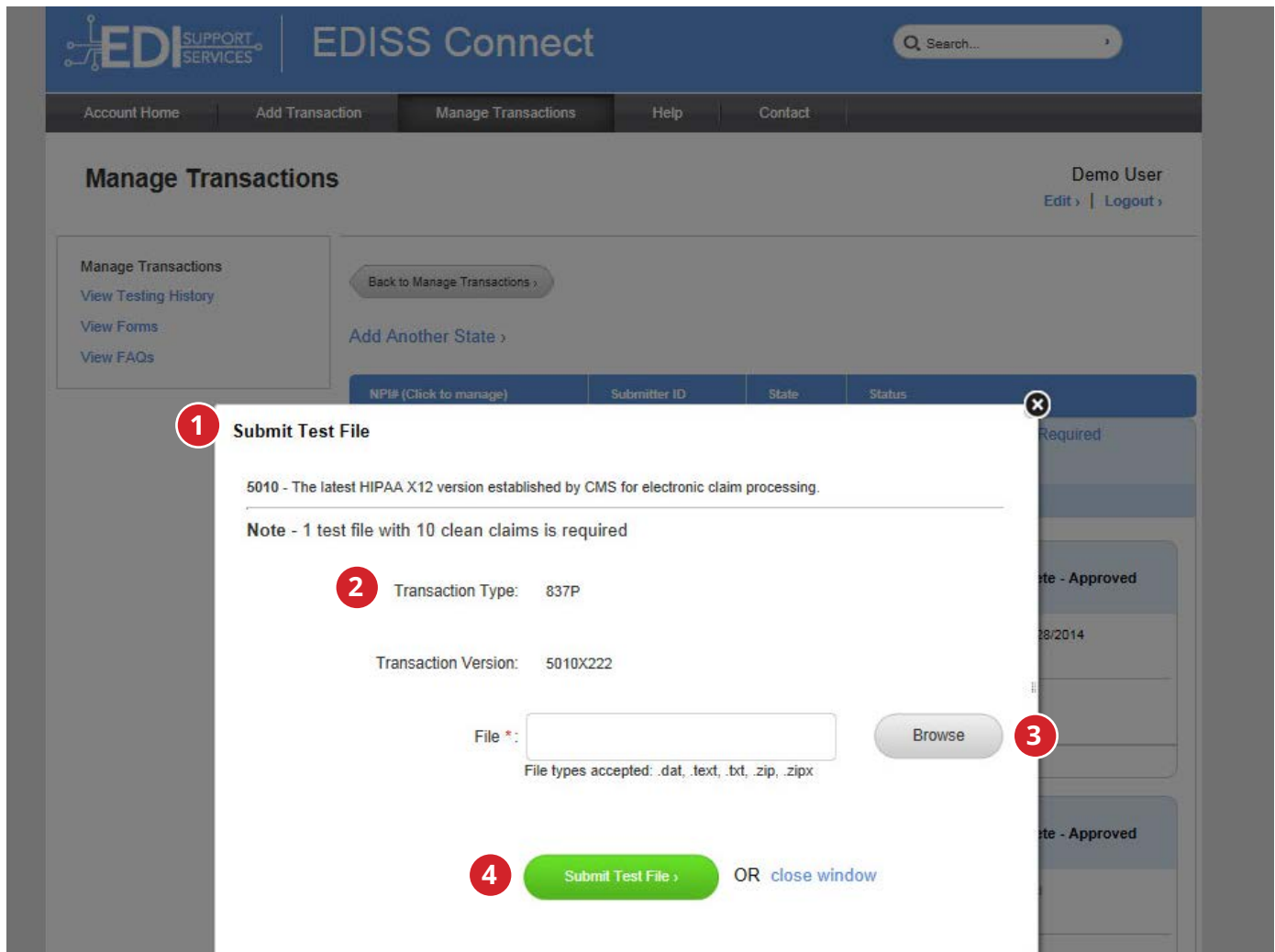
5. The line of business is displayed below with the ability to delete it at any time.

6. Specific claim types are listed below the line of business with the ability to delete. Removing and restarting transactions can create delays in the production process.

7. You have the ability to modify if you and/or a vendor will perform the transactions.

8. If a **Testing Required** link is shown you can click on the link to upload test files into the system.





## Manage Transactions

1. This screen shows the submit test file window. This displays if you click **Testing Required** on the previous screen.


2. The transaction type and version are shown as reference for what the system needs to test.

3. You can click the **Browse** button to locate a claim file from your desktop. Accepted file types include a .txt or .dat format.

4. Once you have selected a file click **Submit Test File** and the system will automatically

upload the file.

5. A thank you page will display upon successful submission. Test files may take up to 48 hours to indicate if they have passed or failed validation.



EDISS Connect

Search...

[Account Home](#)
[Add Transaction](#)
[Manage Transactions](#)
[Help](#)
[Contact](#)

## Testing History

[Manage Transactions](#)

1

[View Testing History](#)
[View Forms](#)

2

| Transaction   | NPI        | Submitter              | Status       | Upload                           | Reports      |
|---|------------|------------------------|--------------|----------------------------------|--------------|
| 837P<br>(5010X222)<br>Medicaid<br>Professional of<br>Iowa | 1238578988 | User Guide<br>Provider | 3 Processing | 03/28/2014<br>02:31:56 PM<br>CDT | ICD10P.txt 4 |

Toll Free: 800-967-7902

[Contact Us >](#)

## Manage Transactions

1. The **View Testing History** page displays all the test files submitted for your NPIs and overall EDISS Connect Account.

2. The line of business and transaction type will show in the first column with the associated NPIs displayed in the next column.

3. The status shows if the file is processing, passed or failed. If the file failed to pass verification you have the ability to upload another test file by clicking on the **Upload another file** link below the failed status.

4. Reports are created from the EDISS Connect testing workflow. Each file is a hyperlink that will open up the actual report in X12 format. These files can be saved or translated in your software of choice for future reference.

## Manage Transactions

Eight Ocho

[Edit >](#) | [Logout >](#)

[Manage Transactions](#)

[View Testing History](#)

[View Forms](#)

| NPI        | Line of Business                             | Form                                    | Status                         |
|------------|--|---|--------------------------------|
| 8888888888 | Medicare Professional of Southern California | <a href="#">MEDBSA Form (206332kb)</a>  | Forms Required                 |
| 8888888888 | Medicare Professional of Northern California | <a href="#">MEDBNCA Form (206332kb)</a> | Forms Required                 |
| 8888888888 | Medicare Part A                              | <a href="#">MEDA Form (206332kb)</a>    | Forms Required                 |
| 8888888888 | Medicare Institutional J1 Legacy Regions     | <a href="#">MEDAJ1 Form (206332kb)</a>  | Complete - Approved 04/03/2014 |

Toll Free: 800-967-7902

[Contact Us >](#)

© Copyright EDI Support Services

## Manage Transactions


1. The **View Forms** page is an easy place to view forms that are still required by EDISS in order to have transactions setup properly and approved.

2. The forms are listed as required by each NPI.

3. The form name will show up as a link. Simply click the link to download the form as a PDF file. Once downloaded, print, complete and either fax or mail the form to EDISS Support Services. Fax and address information is included on the form. It may take up to 5-7 business days to receive approval on forms once received and reviewed by EDISS.

4. The status shows if the form is still required or if it is complete with an approved date.





EDISS Connect

Q Search...

Account Home

Add Transaction

Manage Transactions

Help

Contact

1 Manage Users

Demo User  
[Edit >](#) | [Logout >](#)

Account Name:  
User Guide Provider

View Users  
[Add User](#)

| Name (Click to Edit) <      | Username <   | Security Role < | Last Login < |
|-----------------------------|--------------|-----------------|--------------|
| 2 <a href="#">Demo User</a> | demoprovider | Admin           | 28/03/2014 3 |

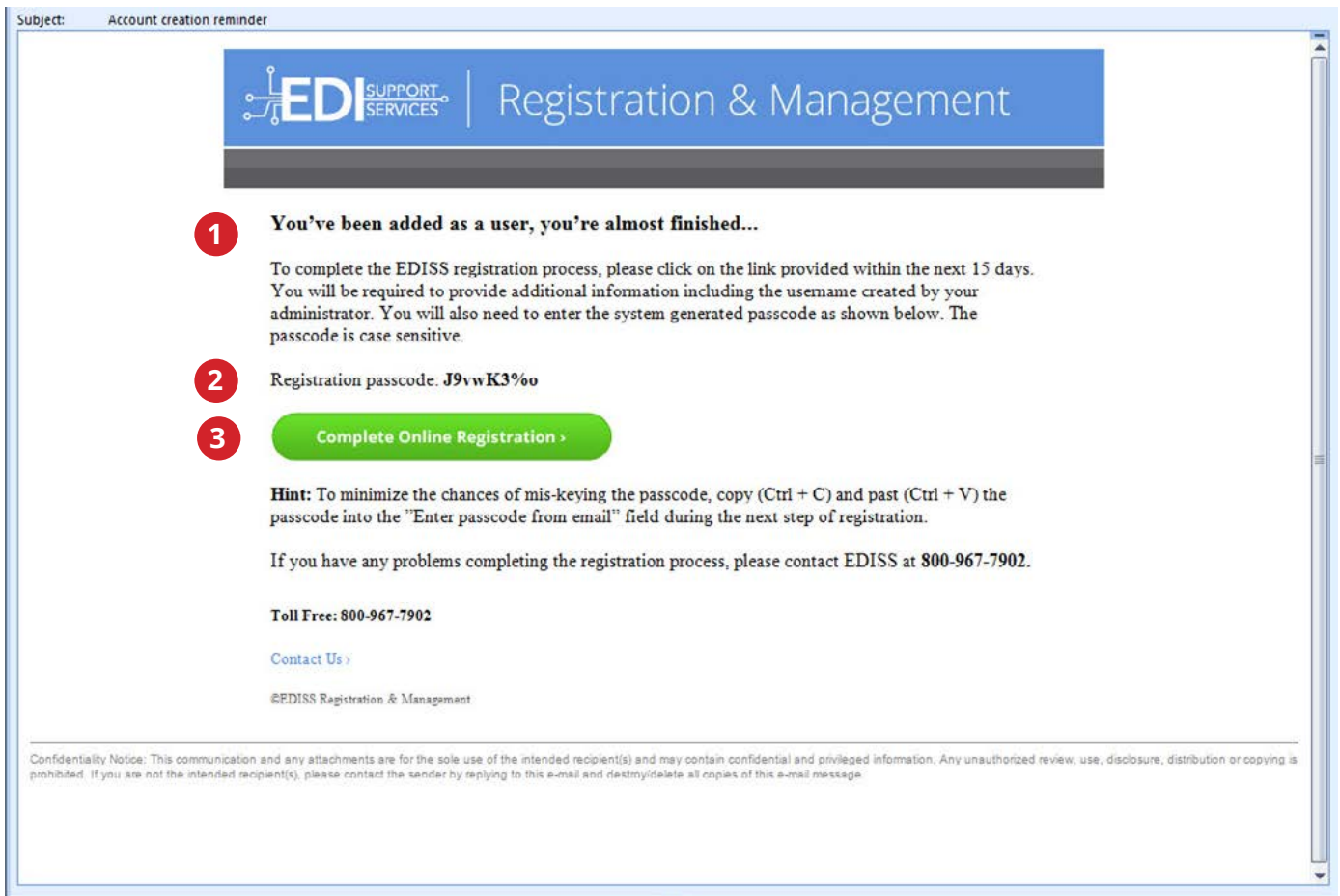
Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

Toll Free: 800-967-7902

[Contact Us >](#)

## Manage Users

1. This window displays the users associated with the account.
2. The name is shown in the first column. To view details about that user, click the name in the list.
3. The **Last Login** column shows the date when that user last logged in to the system. If the registration is incomplete, the status displays with the ability to resend a complete online registration notification. You can also delete a user from the system in this column.



## Manage Users

1. When a new user is setup in the system, the user will receive the email notification above.
2. A temporary registration passcode is generated and required to finish registering as a user.
3. The user can click on **Complete Online Registration** to finish their registration.

**Note:** The username that is selected when adding a new user is controlled by the owner of the account and all username requests should be managed by the administrator.

## Help

Eight Ocho

[Edit >](#) | [Logout >](#)

### Need Help Registering?

#### Providers

[Provider User Guide \(PDF\)](#) 

#### Vendors

[Vendor User Guide \(PDF\)](#) 

#### Video Tutorials

[New Provider Registration \(2:32\)](#)

[Provider Page Options \(5:04\)](#)

[Selecting Vendors \(4:53\)](#)

[Selecting Transactions \(1:22\)](#)

#### Video Tutorials

[Vendor Registration \(4:03\)](#)

[Vendor Page Options \(2:45\)](#)

[Vendor Managing Transactions \(6:12\)](#)

[Getting Started Checklist](#)

[FAQs](#)

**1**

**2**

Search FAQs:

[Search >](#)

[Getting Started Checklist >](#)

### Questions?

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

Toll Free:  
800-967-7902

Fax:  
701-277-7850

Hours:  
Mon. - Fri. 8:00 A.M. - 7:00 P.M. (CT)  
Note: Closed for training every Wed. 10:00 A.M. - 11:30 A.M. (CT)

[Detailed Contact Information >](#)

### Acronym Glossary

**CMS:**  
Centers for Medicare and Medicaid Services

**EDI:**  
Electronic Data Interchange

**EDISS:**  
Electronic Data Interchange Support Services

## Frequently Asked Questions

1. Frequently asked questions are located in the **Help** section of the website.

2. A quick search is available that will load questions related to your search. You can clear your search results at any time and start a new search. Questions are listed by category with the respective answers.

## EDISS Contact Information

All hours of operation are listed in **Central Standard Time**.

### Hours of Operation

Monday - Friday 8:00 A.M. - 7:00 P.M. (CT)

Note: Closed for training every Wednesday 10:00 A.M. - 11:30 A.M. (CT)

### Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-609-9960

Jurisdiction F (JF) Part A and B: 877-908-8431

### All Other Lines of Business

Phone: 800-967-7902

### Fax (All Lines of Business)

Fax: 701-277-7850

### Mailing Address

EDI Support Services

PO Box 6729

Fargo, ND 58108-6729

### Email

[support@edissweb.com](mailto:support@edissweb.com)

When using e-mail to contact us, include the following information:

- Your name
  - Business name and location
  - Business telephone number and extension
  - Complete description of your issue
- To ensure delivery to your inbox (not bulk or junk mail folders), please add [support@edissweb.com](mailto:support@edissweb.com) and [edimgmt@noridian.com](mailto:edimgmt@noridian.com) to your address book or safe list.

To communicate any concerns, ideas or praise, please contact EDI Support Services management at: [edimgmt@noridian.com](mailto:edimgmt@noridian.com)

## Contact Information

### Hours of Operation

Mon - Fri: 8:00 A.M. - 7:00 P.M. (CT)

Wed: Closed for training:

10:00 A.M. - 11:30 A.M. (CT)

### Medicare Lines of Business

Jurisdiction E (JE) Part A and B: 855-609-9960

Jurisdiction F (JF) Part A and B: 877-908-8431

### All Other Lines of Business

Phone: 800-967-7902

Fax: 701-277-7850

### Email

[support@edissweb.com](mailto:support@edissweb.com)

### Fax (All Lines of Business)

701-277-7850

### Mailing Address

EDI Support Services

PO Box 6729

Fargo, ND 58108-6729